REVISION B

Manage OSMA use of Headquarters Action Tracking System (HATS)

Michael A. Greenfield, Ph.D.
Acting Associate Administrator for
Safety and Mission Assurance

February 1, 2002
Date

DOCUMENT HISTORY LOG

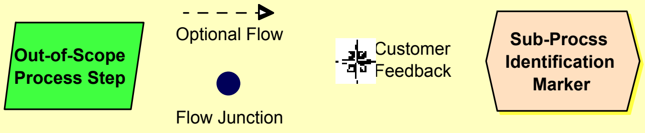
Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		January 13, 2000	
Revision	A	April 14, 2000	Modified Section 5 Flowchart and Steps 6.02, 6.03, and 6.04, and made Editorial changes to steps 6.08, 6.09, and 6.10.
	B	February 1, 2002	Added customer list.

HQOWI Author: Q/Margaret Pavlik

OSMA Staff Member Responsible for this HQOWI: Q/Dale Moore

Customers for this HQOWI:	Internal:	AA/SMA
	External:	none

OSMA Flowcharting Symbology Used which is in addition to the symbology defined in HCP 1400-1: Document and Data Control


Out-of-Scope Process Step
Optional Flow
Flow Junction
Customer Feedback
Sub-Procss Identification Marker

Note: For All OSMA intermediate and final outputs: page numbers, the date, and document owner will be marked on the document.

1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) Headquarters Office Work Instruction (HQOWI) is to document the process to maintain OSMA incoming and outgoing correspondence. The Headquarters Action Tracking System (HATS) allows the users to provide the status of actions; i.e., open, submitted, closed. This HQOWI also specifies the Quality Records associated with the process.

2. Scope and Applicability

This OSMA HQOWI is applicable to all OSMA staff members.

3. Definitions

3.1. CC: Carbon Copy

3.2. HATS: NASA Headquarters Action Tracking System

3.3. HATS User: OSMA personnel who have been granted access to the HATS software to initialize or update OSMA HATS records.

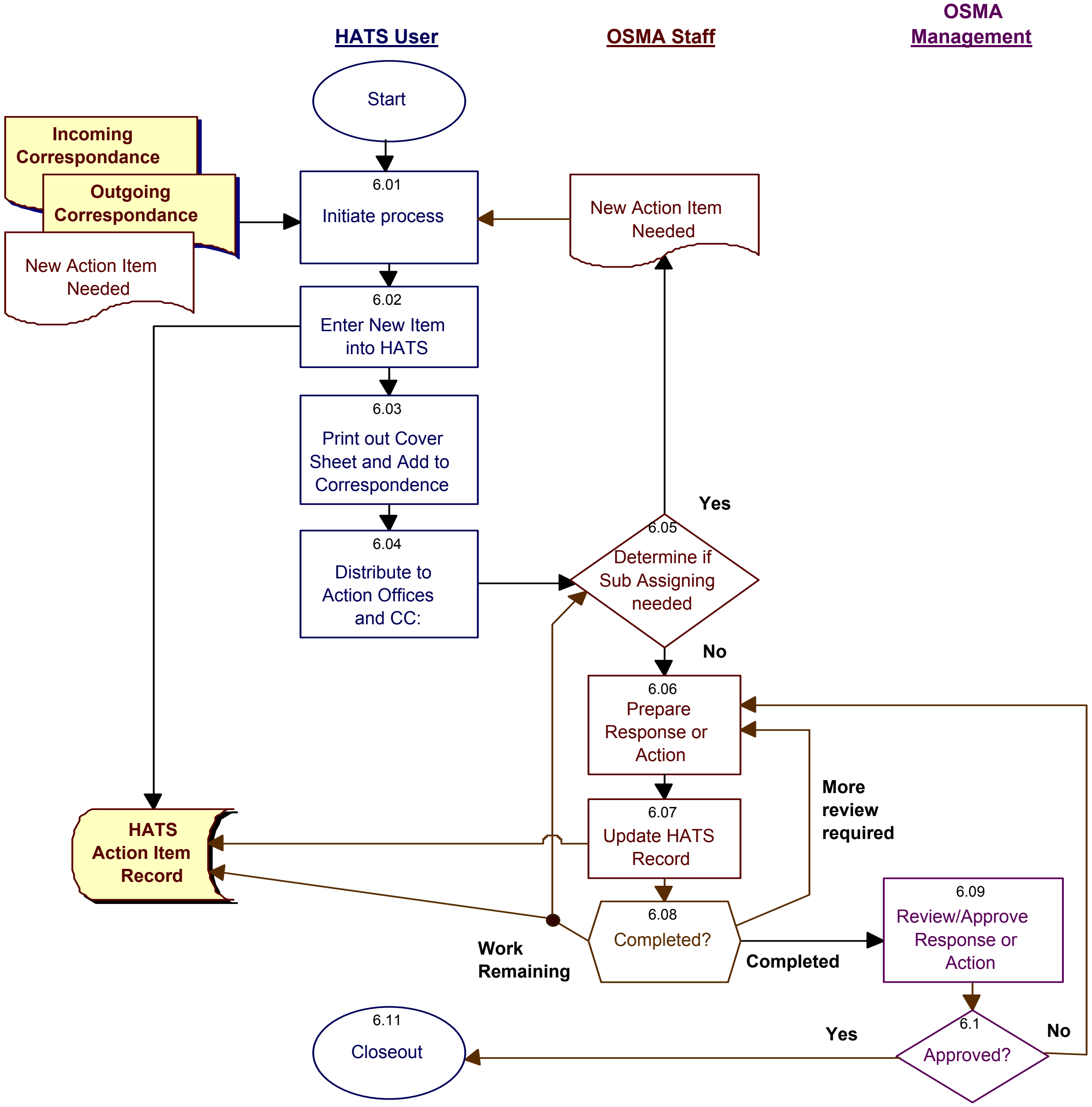
3.4. Mask: The HATS template for generating a new Action Item is called a mask.

4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this Section unless specifically referenced in this OSMA HQOWI.

4.1. NASA HQ HATS User and Operations Guide (DS-10), dated May 1997 (Prepared by Boeing).

5. Flowchart


HATS User
OSMA Staff
OSMA Management
Start
Incoming Correspondance
Outgoing Correspondance
New Action Item Needed
6.01 Initiate process
New Action Item Needed
6.02 Enter New Item into HATS
6.03 Print out Cover Sheet and Add to Correspondence
6.04 Distribute to Action Offices and CC:
Yes
6.05 Determine if Sub Assigning needed
No
6.06 Prepare Response or Action
6.07 Update HATS Record
More review required
HATS Action Item Record
6.08 Completed?
Work Remaining
Completed
6.09 Review/Approve Response or Action
6.11 Closeout
Yes
6.1 Approved?
No

6. Procedure

6.01 HATS User Initiate Process:

The HATS User determines that a new HATS Action Item is needed and initiates the process from either incoming or outgoing correspondence or an action within OSMA.

6.02 HATS User Enter New Item into HATS:

From the incoming correspondence, outgoing correspondence or a new action, the HATS user determines which OSMA Division or OSMA Staff Member should respond to the action. The HATS' system mask (i.e.; template) (per HATS document DS-10 [ref 4.1]) is completed to enter the data into HATS. The mask will show: the author, title, date received, due date, etc. Once the action has been saved, the action office will automatically be notified via electronic mail by the HATS that an action has been assigned to their division. The HATS will automatically send e-mail to the action office that the action is due soon or "overdue".

6.03 HATS User Print out Cover Sheet and Add to Correspondence

The HATS Identification Number is recorded on the correspondence. Based on the Action generation, the following paper color is used for the cover sheet:

Generated by	**Paper color**
OSMA Front Office	Blue
OSMA Division	Pink
Correspondence Tracking	White

6.04 HATS User Distribute to Action Offices and CC:'s

The action is distributed (with the cover sheet) to the Action Office.

6.05 Division Secretary Determine if Sub-Assigning Needed:

When the Action is received within the Division, the action is reviewed and if necessary, reassigned or sub-assigned to the actionee. The action office's HATS user (secretary) is responsible for reassigning the action to the appropriate employee. This allows a HATS user to track the action or find out the progress. Reassignment is essentially starting a new Action Item which is why the flowchart shows the process going back to the start.

6.06 Actionee Prepare Response or Action:

The Actionee prepares response to the action or does whatever is requested by the action item. The HATS record is updated as the status of the action changes or the due date .

6.07 Division Secretary Update HATS Record:

The HATS record is updated as necessary and reassigned if needed.

6.08 OSMA Management Completed?

If the work that the Action Item has required is complete, go to step 6.09. If work remains, go to step 6.05.

6.09 OSMA Management Review/Approve Response or Action:

When the Action is complete, the OSMA Division Director (or other member of OSMA Management) reviews the completed Action Item and determines if the action is complete or further work is needed. If further work is needed the decision may be to change the action due date.

6.10 OSMA Management Approved?

If approved, go to step 6.11 for closeout. If work remains, return to step 6.06.

6.11 HATS User Closeout:

Ensure all Correspondence and supporting Action Item data is filed per the Section 7 Quality Records below. After the distribution is completed, the action should be filed in the correspondence-filing drawer. Actions are filed by each division in their own file drawer.

The HATS User ensures that all Quality Records are filed and the HATS record is fully updated and then closes out the process.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
Incoming Correspondence	OSMA Corres Control	OSMA Chron File	Hardcopy	Schedule: 1 Item: 22	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
Outgoing Correspondence	OSMA Corres Control	OSMA Chron File	Hardcopy	Schedule: 1 Item: 22	Retire to FRC when 5 years old in 5 year blocks, then retire to NARA when 10 years old
HATS Action Item Record	HATS Admin	W/in HATS	Electronic	Schedule: 1 Item 78.C	Retain as long as has reference value then delete